Reporting Overview and Requirements

RESIDENT OPPORTUNITY & SELF SUFFICIENCY PROGRAM

ROSS-SC Core Functions

RESIDENT NEEDS ASSESSMENT

COORDINATION

RESIDENT ENGAGEMENT

CASE MANAGEMENT

EVALUATION

Why is evaluating your program Important?

Assesses how well the program is operating

Assesses who is being served (number of residents, demographics)

Assesses whether program participants are receiving the supports they need

Tailors referrals and other interventions to the specific needs of individual clients

Helps to determine areas that need to be improved

Part of Grant Agreement and allows HUD to determine how effective your ROSS program is

Measuring your Performance

Performance measurement and evaluation are essential components of an effective program, as it helps program staff measure and monitor their performance on an ongoing basis

HUD requires reporting on program-level outcomes to track grantees' performance

HUD uses aggregated data across all grantees to measure national program progress

Tracking Resident Outcomes

HUD requires you to **develop performance and outcome milestones** that will support residents' path towards economic independence and stability or in the case of elderly/disabled residents assisting them to continue to age/remain in place.

You must **develop an effective, quantifiable, outcome-oriented plan** for measuring performance and for determining that goals have been met.

You should use ROSS Key Performance Indicator (KPIs) as a foundation.

Examples of Milestones

- In year one, serve 100 residents
- In year two, increase number of residents employed in developments by 10%
- By year three, provide at least one service to 75% of residents in developments
- By year two, increase number of elders with health insurance by 20%
- In year three, 60% of residents have a primary care provider

EMPath
Economic Mobility Pathways

FUTURE ORIENTED DECISION MAKING

FAMILY STABILITY		WELL-BEING		EDUCATION AND TRAINING	FINANCIAL MANAGEMENT		EMPLOYMENT AND CAREER MANAGEMENT
Housing	Dependents	Health and Behavioral Health	Social Networks	Educational Attainment	Savings	Debts	Earnings Levels
No subsidy, housing costs less than 1/3 household take-home pay	Dependent needs met; serving as no barrier to parent/ guardian school or work	Fully engaged in work, school, and/or family Health / behavioral health issues serving as no obstacle	Advocate/ Networker: Uses own and other resources and connections to advance the mobility goals of others	Completed bachelor's degree or higher	Savings of three months' expenses or more	Current on all balances and no outstanding debt other than mortgage or educational and/or car loans	Job with earnings ≥ Mass. Index wage (If not calculated for specific family, use income ≥ $65,880)
No subsidy, housing costs exceed 1/3 household take-home pay	Dependent needs serving as minimal disruption to parent/ guardian school or work	Minimal disruption to work, school, and/or family due to health / behavioral health issues	Developed Network: Consistent source of both support and leveraging connections	Completed associate's degree or postsecondary job training or certificate program	Savings of more than two months' expenses but less than three months' expenses	Current in payments and plans and paying more than minimum payments	Job with earnings of 66-99% of Mass. Index wage (If not calculated for specific family, use income range of $43,481 - $65,879)
Partial subsidy (shallow): Paying $200 or more towards rent	Dependent needs serving as intermittent disruption to parent/ guardian school or work	Intermittent disruptions to work, school, and/or family due to health / behavioral health issues	Emerging Network: Consistent source of support and occasional leveraging connections	Attending college or postsecondary job training program	Savings of at least one months' and up to two months' expenses	Structured payment plans in place and meeting minimum payments	Job with earnings of 33%-65% Mass. Index wage (If not calculated for specific family, use income range of $21,741-$43,480)
Full subsidy, permanent housing: Paying $200 or less towards rent	Dependent needs serving as significant obstacle to parent/ guardian school or work	Regular and recurring disruptions to work, school, and/or family due to health /behavioral health issues	Limited network: Occasional source of support	Completed postsecondary remedial education classes, college preparatory program, or prerequisites for job training/ readiness program	Savings of less than one months' expenses	Debts in excess of ability to pay, behind in payments	Job with earnings less than 33% Mass. Index wage
A. Homeless / co-housed with family or friends B. Homeless / transitional housing	Recently emergent or not yet addressed dependent needs, requiring additional attention	Severely limited engagement in work, school and/or family due to significant health/ behavioral health issues	Isolated or draining network	Attending postsecondary remedial education classes, college preparatory program, or fulfilling prerequisites for job training/readiness program	No savings	Defaults or nonpayment on all or most loans and accounts	Unemployed
Homeless / emergency shelter				High school diploma or General Educational Development certificate GED obtained			
				No high school diploma or GED			

CONTEXTUALIZED DECISION MAKING

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https://www.empathways.org/approach/bridge-to-self-sufficiency

FAMILY STABILITY GOALS

NAME _____ DATE _____ TOTAL SCORE _____ _____
FIRST-TIME FOLLOW-UP

		HOUSING	MOBILITY	FAMILY	HEALTH	NETWORK	DEBTS	SAVINGS	EDUCATION	CAREER
THRIVE	4	My housing costs are **40% or less** of my income	I own a vehicle and can afford the maintenance, insurance, and gas costs	My family's needs are being met	My health needs are being met	I can rely on networks for support and can give back	I have no debt other than my home, education, or car loans, and am current in all debts	I have savings of 3 months' expenses or more	I have completed a Bachelor's Degree or higher; or an Apprenticeship program	I am fully employed in a permanent position with health and retirement benefits
SECURE	3	My housing costs are **41-50%** of my income	I have access to reliable transportation and can get to the places I need	I am mostly able to engage in work, school, and family life; my family's needs rarely get in the way	I am mostly able to engage in work, school, and family life; health needs rarely get in the way	I can always rely on networks to provide useful advice, guidance, and support	I am current in all debts payments and am making more than the minimum payments	I have savings of more than 2 months' expenses, but less than 3 months' expenses	I have completed an Associate degree or professional certification	I am fully employed in a permanent position and see opportunities to grow
STABLE	2	My housing costs are **51-60%** of my income	I sometimes have trouble getting to the places I need	I am somewhat able to engage in work, school, and family life; my family's needs often get in the way	I am somewhat able to engage in work, school, and family life; health needs often get in the way	I can sometimes rely on networks to provide useful advice, guidance and support	I am making minimum payments on all debts	I have savings of at least one months' and up to 2 months' expenses	I have completed some job training or certificate (beyond high school)	I am employed in a stable permanent position
RISK	1	My housing costs are **61% or more** of my income	I often have trouble getting to the places I need	I am rarely able to engage in work, school, and family life; my family's needs always get in the way	I am rarely able to engage in work, school, and family life; health needs always get in the way	I can rarely rely on networks to provide useful advice, guidance, and support	I am behind in payments of one or more debts and am making payments on at least one debt	I have no savings or savings less than one month's expenses	I am working on or have a high school diploma or GED	I am temporarily employed or expect to lose employment
CRISIS	LET'S TALK									
	SCORE	_____	_____	_____	_____	_____	_____	_____	_____	_____

UNITED WAY of PIERCE COUNTY
Korbett Mosely, Director of Family Stability Initiatives

Adapted from: Empath Bridge to Self-Sufficiency Matrix

http://unitedwayofpiercecounty.blogspot.com/2019/02/

Self-Sufficiency

Self-sufficiency is defined as a household's ability to maintain financial, housing, and personal/family stability.

For the ROSS program, **self-sufficiency is further defined as a resident's ability to progress along the self-sufficiency continuum** through training and the utilization of supportive services.

In the **case of elderly/disabled residents, self-sufficiency is defined as the utilization of supportive services which enable them to better age in place or remain living independently for as long as possible**.

Key Performance Indicators

Education

- Residents without a HS or GED attaining a HS diploma or GED.
- Residents receiving a higher level of education or license/certification.
- Residents enrolled in educational or vocational programs.
- Residents receiving education related services.

Health and Wellness

- Residents without health insurance obtain health insurance.
- Resident going to medical examinations at least once every 12 months
- Residents receiving health-related services.
- Residents with less emergency room visits.

Financial Literacy

- Residents receiving EITC.
- Residents with no financial account receiving a financial account.
- Residents receiving financial literacy/management related services.

Employment

- Unemployed residents receiving employment.
- Employed residents retaining employment for more than 12 months.
- Residents with part-time employment receiving full-time employment.
- Residents receiving employment related

Key Performance Indicators

Substance Abuse

- Residents experiencing substance abuse receiving substance abuse treatment.
- See Health and Wellness

Reentry

- Residents with criminal history receiving legal aid services.
- Also see employment and education.

Elderly/Disabled

- Residents receiving elderly/disabled related services.
- Residents receiving SSI and SSDI.
- See Health and Wellness.

When and how should data be collected?

- Initial intake meeting;
- Regular participant meetings and assessments;
- Annual and interim reexaminations;
- Informal interactions with residents where relevant information is exchanged, such as phone calls or office visits;
- Through periodic surveys, administered in person or electronically; and
- Regular meetings with partners/service providers; and/or
- Other data sharing agreements with partners/service providers.

Reporting Framework: Standards for Success

HUD no longer requires or accepts submission of the Logic Model to evaluate performance.

ROSS grantees are part of the Standard for Success Program.

The framework's three main tenets are:

1. Standardization of data elements
2. Alignment of reported data elements to higher-level agency goals
3. Utilization of record-level (individual service/recipient-level) reports

- **NOTE: HUD cannot accept any Personal Identifiable Information** (PII)

Reporting Tools

There are currently four options that grantees can use to submit their Standards for Success reports to HUD.

1. GrantSolutions, Online Data Collection (inForm Tool)
2. American Association of Service Coordinators (AASC) Online
3. FamilyMetrics Software
4. Other case management system

Grant Solutions Access

If you are planning to use the Online Data Collection or your own case management software, you will need access to Grant Solutions, Online Data Collection module

Please stay tuned for instructions to request access.

Once individuals have access to the Online Data Collection tool, they **will not** need to request access again.

Data from a previous ROSS grant may be cloned to the new grant. Stay tuned.

Case Management Software

- We encourage you to use an electronic case management or other tracking system to collect and store information about individual participant services and outcomes
- You can choose the system that best meets your needs and satisfies minimum requirements for data privacy and security
- Case management software often has broader functionality, including a full range of features such as assessment tools and databases to record notes from client meetings and from outside service providers
- The Online Data Collection may be more of a reporting tool
- ROSS grant funds may be used to purchase case management software

What should you look for in a data tracking system?

- Does the system capture data that the ROSS service coordinator must collect and report?
- How user-friendly is the system dashboard, and will it allow the Service Coordinator to quickly and easily enter relevant data points, generate reports, and, with resident permission, share data with service providers?
- Does the system allow for production of summary or aggregate reports at the desired frequency and level of detail (e.g., summarizing activities and/or results on a weekly, monthly, quarterly, and/or annual basis)?
- Does the system allow for data-sharing among multiple service providers?
- Is the cost of the system within budget?
- Does the maker of the system provide ongoing technical support?
- Does the system comply with data privacy and security requirements?

Reporting Period Dates

The **reporting period** is the span of time your **annual report** will cover. It is the period during which you capture data for your grant activities and report the data to HUD.

Each reporting period **is no more than 12 months**.

The default dates for the reporting period is **October 1 through September 30** which coincides with HUD's Fiscal Year (FY).

The default dates in the Online Data Collection Tool will not change.

If your grant term start date is after October 1, then you should begin reporting according to the grant term start date in your grant agreement.

For example, if your grant term start date is April 1, then your reporting period is April 1 through September 30.

Grantees whose grant term ends before September 30, will only report up to the grant term end date.

For example, if your grant term end date is March 31, then your reporting period for your final report is October 1 – March 31. Your final report is due 90 days after your grant term end date.

Reporting Period and Due Date

Grantee	Report	Report Due Date	Reporting Period
Fy17 (ROSS18…)	Year 4 (Final Report)	July 13, 2021, or 90-days from your grant term end date	October 1, 2020, to Grant Term End date
FY18 (ROSS19…)	Year 3 Report	October 30, 2021	October 1, 2020, to September 30, 2021
FY19 (ROSS20…)	Year 2 Report	October 30, 2021	October 1, 2020, to September 30, 2021
FY20 (ROSS21…)	Year 1 Report	October 30, 2021	June 1, 2021, to September 30, 2021

Report Submission Due Dates

Reports are due October 30 of each year except for the final report.

The ROSS grant agreement specifies the due date for each report.

For example, FY17 Grantees' final reports are due July 13, 2021, unless the grant term was extended

You must ensure your data is submitted by the report due date.

If you submit an **annual** report after October 30, it will be considered a late submission.

If you submit your **final** report after the due date, it will also be considered a late submission.

FY 2017 Grantee Final Report

If your grant term was extended and the extended grant term end date is before September 30, 2021, (the normal report end date) then your reporting period is from October 1, 2020, to your grant term end date.

- Your final report due date is 90-days from the grant term end date.

If your amended (extended) grant term end date is after September 30, 2021, then your reporting period is from October 1, 2020, to September 30, 2021.

- This report will be due October 30, 2021. This **will not** be considered your final report.
- Your final report will be due 90 days after your grant extension period ends and will cover that last period of your grant.

Reporting Areas of Need

Beginning in FY 2018, grantees selected areas of need their ROSS program would focus their efforts on.

These areas of need include **Education**, **Financial Literacy**, **Health and Wellness**, **Employment**, **Elderly/Disabled**, **Reentry**, and **Substance Abuse.**

You must refer to the ROSS Data Guide 3.0 for required data elements for the areas of need you are focusing on.

If you selected **Education** and **Employment** as areas of need, then you must report on the required data elements under **Education** and **Employment**.

FY17 grantees must include a response for data elements under all areas of need as specified in the ROSS Data Guide 3.0.

All grantees are required to respond to most data elements under Housing, Public Assistance, and Other Supportive Services.

HUD encourages you to report on as many of the optional data elements as you can. This will allow HUD to see the full scope of your ROSS programs and the types of services your residents are utilizing.

Data Quality and Availability

The ROSS Data Guide 3.0 lists data elements that are applicable to the ROSS program.

Any other data elements that are not in the ROSS Data Guide 3.0 will not require a response.

Descriptions and comments for each data element can be found in the ROSS Data Guide 3.0

You should confirm that you are responding to the required data elements. Even if it's "N/A." (NOTE: N/A or No responses improve your data quality, as opposed to blanks or "Information Not Collected")

Data quality and availability is considered an aspect of a grantee's performance. Grantees must ensure that your data is accurately reported and submitted to HUD.

Your data will allow HUD to observe your program activity and provide recommendations to help improve outcomes for your residents.

You should report on the different types services a resident is receiving. This data should also shape what activities you are providing to residents.

Common Reporting Issues

- Waiting until the last month to collect data for reporting
- Submit Data with Personal Identifiable Information (PII)
- Did not meet with partner/service provider to collect information
- Use of “own case management software” without IT support
- Did not select a response option for a data element
- Not working on activities as said in the application and/or under areas of need
- Do not request access to GrantSolutions until the month of October
- Did not review ROSS Data Guide 3.0 or webinars

Resources for Reporting

The ROSS Data Guide 3.0: https://files.hudexchange.info/resources/documents/ROSS-Data-Guide.pdf

ROSS Reporting Webinar Part I: Overview of ROSS Data Guide 3.0 (June 13, 2020): https://www.hudexchange.info/trainings/courses/ross-reporting-ross-data-guide-3-0/

ROSS Reporting Webinar Part II: How to Report in GrantSolutions (July 16, 2020): https://www.hudexchange.info/trainings/courses/resident-opportunity-self-sufficiency-report-how-to-report-in-grant-solutions/

ROSS Data Dashboard: https://public.tableau.com/profile/abt.associates4039#!/vizhome/ROSS-SCDataDashboardbyGrantee/Home

How to Access the Dashboard Webinar: https://www.hudexchange.info/trainings/courses/ross-sc-data-dashboard-webinar-1-how-to-access-and-use-the-dashboard/

Quick Reference Guide: Data Quality: https://files.hudexchange.info/resources/documents/ROSS-SC-Data-Quality-Quick-Reference-Guide.pdf

ROSS HUD Exchange page: https://www.hudexchange.info/programs/ross/

Standards for Success Resource Page: www.hudexchange.info/programs/standards-for-success/

Questions

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